



OFFICE OF THE CITY MANAGER

NO. LTC # 071-2013

## LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Kathie G. Brooks, Interim City Manager

DATE: March 4, 2013

SUBJECT: Combined Noise Report:

1. Quarterly Report Q1 – 2012 (January through March 2012)
2. Quarterly Report Q2 – 2012 (April through June 2012)
3. Quarterly Report Q3 – 2012 (July through September 2012)
4. Annual Noise Report 2011 - 2012 (July 2011 through June 2012)

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The purpose of this Letter to Commission (LTC) is to provide information and data analysis on the enforcement efforts of the Building Department Code Compliance Division (Code) regarding the City's Noise Ordinance. The report includes:

1. First Quarterly Report for 2012, which includes data between January 1, 2012 and March 30, 2012;
2. Second Quarterly Report for 2012, which includes data between April 1, 2012 and June 30, 2012;
3. Third Quarterly Report for 2012, which includes data between July 1, 2012 through September 30, 2012; and
4. Annual Noise Report – July 2011 through June 2012.

The data, metrics and analysis reflected in each of the reports were gathered and presented by quarter, as required by the Administrative Guidelines.

This is the sixth (6<sup>th</sup>) annual report since the Noise Ordinance was implemented in 2006-2007. In addition, there were a number of salient and significant events within the Code Compliance Division that should be properly reflected. These include:

- The assignment of a Police Commander to oversee the Code Compliance Division as a result of the arrest of four (4) Code Compliance Officers (CCOs) and the Lead Code Compliance Administrator (CCA) in April, 2012.
- Along with the Office of Budget Performance and Improvement, the Division Director assisted in the analysis and assessment of Code Compliance cases with associated fines in an effort to improve internal controls and the integrity of the business processes.
- An external audit by an independent firm (Crowe Horwarth) was initiated and is currently in process.
- Code completed the reconfiguration and reassignment of approximately half the CCOs to new districts and geographic zones (remaining staff will be redeployed after the annual shift assignments).

- Code participated in the recruitment, interview and hiring process for a number of vacancies for full and part-time CCOs and one (1) CCA.
- Since last report, Code has hired six (6) full-time CCOs to fill previously existing vacancies.
- Code completed additional revisions of the Noise Ordinance Standard Operating Procedure (SOP).

## **I. SUMMARY OF ANNUAL REPORT DATA**

Attachment A reflects a matrix with annualized data for Quarters 3 and 4 for Calendar 2011, and Quarters 1 and 2 of Calendar Year 2012. During this reporting period, a total of **4,086 noise cases** were opened, which represents a reduction of 12.4% relative to last year (2010-2011); but a 6.52% increase when compared to 2009-2010.

The chart below reflects a historical analysis of noise cases opened by report year, beginning in 2006-2007, when the Noise Ordinance was implemented.

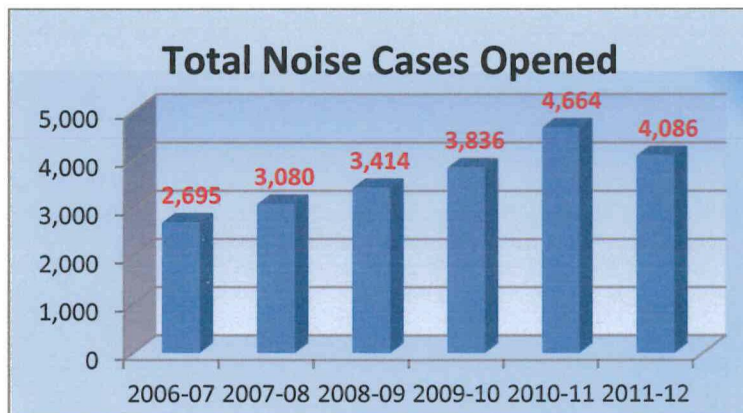


Chart #1

Through the rating period, the analysis and attached matrix (Attachment A) reflects the following:

- 142 cases were cancelled by the complainant.
- 27 cases were voided as a result of staff error [this is a 44% reduction in voided cases, relative to last year when 48 cases were voided].
- 14 cases were deemed to be duplicate complaints.
- 16 cases were not applicable to Code Compliance.
- Three (3) cases were referred to the Miami Beach Police Department.

If these cases (202 cases) are removed from the total number of noise cases opened, the remaining **3,884** noise cases have a disposition of either **valid or non-valid**. A cursory review of Chart #1 reflects the steady and gradual increase of noise cases beginning in 2006-2007, with a small decrease in 2011-2012. The gradual increase may be explained by a number of factors including, increased public awareness regarding the Noise Ordinance, as well as the efficacy and success of ongoing community outreach efforts to educate residents regarding City services and the relative ease of lodging complaints by either telephone (305-604-CITY) or electronic mail.

Further analysis reflects that out of 3,884 cases with a valid/non-valid disposition, the annual rate of cases closed with a **valid disposition was 21.8%**, which is 5.6% higher than the validity rate for the same period last year. Chart #2 below, reflects the overall validity rates since the implementation of the Noise Ordinance.

It is important to note not only the increase relative to the past three (3) years, but also that in the first two (2) years of the Ordinance, the process was different from what it is today in that commercial entities received three (3) warnings as opposed to the current process by which one Noise Warning is issued.

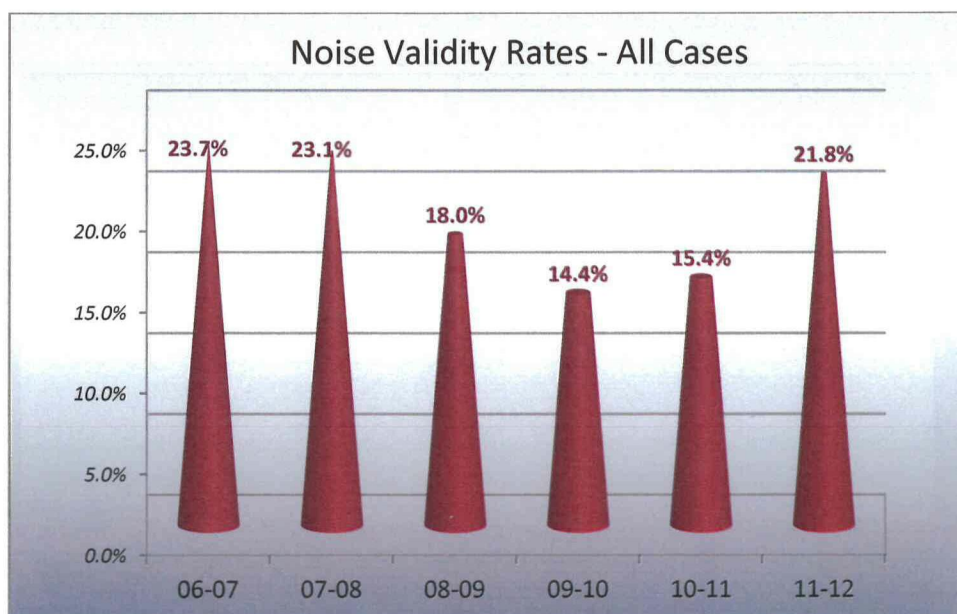


Chart #2

According to the Administrative Guidelines, valid noise cases are those identified to be “*excessive, unreasonable, unusual, and unnecessary*” at the time of arrival by a CCO or a Police Officer, as reflected in Article IV, Section 46-152 of the City of Miami Beach Code of Ordinances. In addition, between the hours of 11:00 PM and 7:00 AM, a noise violation may also be deemed valid if “*plainly audible at 100 feet*” as reflected in 46-152 (c) of the City of Miami Beach Code.

## **II. HISTORICAL ANALYSIS**

A trend analysis since the inception of the Noise Reports (Chart #3 on the next page) reflects that the majority of noise-related cases take place within residentially zoned areas. Chart #3 reflects a historical analysis, by quarter, beginning in the 4<sup>th</sup> Quarter of 2007, through the 2<sup>nd</sup> Quarter of 2012.

During the annual rating period between July 2011 and June 2012, approximately seven (7) of every 10 noise-related cases (71.4%) were deemed to be residential in nature, with the remainder taking place at either a commercially zoned area (20.9%) and “other”(7.7%). For the purposes of this report, “other” pertains to noise violations at a public event or the public right-of-way. (See Chart #4)

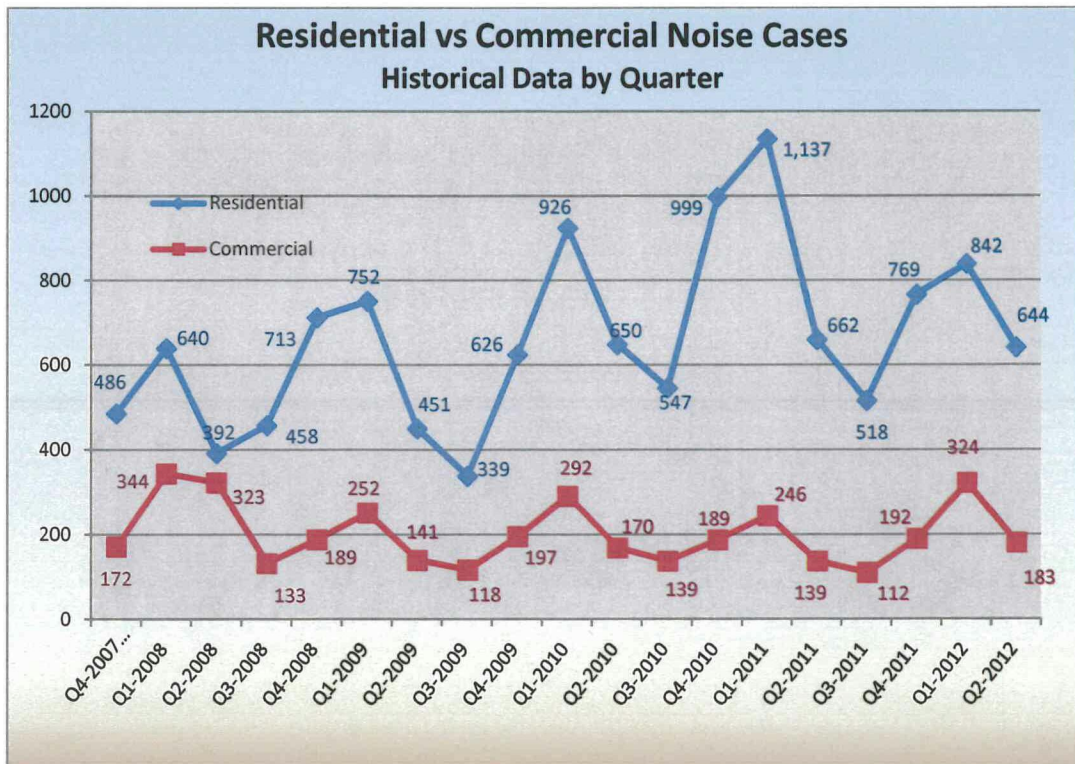


Chart #3

BREAKDOWN OF TOTAL CASES BY TYPE July 2011 – June 2012		
RESIDENTIAL	2,773	71.4%
COMMERCIAL	811	20.9%
OTHER	300	7.7%
TOTAL	3,884	100%

Chart #4

Further examination of the data collected by location type reflects that noise cases within apartments (1,580) accounted for 40.7% of all noise cases opened. This was followed by condominiums (692 – 17.8%), and single family homes (501 – 12.9%).

### **III. SUMMARY OF ANNUAL REPORT DATA – COMMERCIAL CASES**

Historically, commercial violations have been explored more extensively than residentially zoned noise violations. In that vein, the remainder of this report will focus on commercial noise violations. Commercial noise cases are those that take place in clubs, hotels, condo/hotels, restaurants, and retail and construction sites. During the rating period, of the 3,884 noise cases with a disposition, **811** were deemed to be commercial in nature (20.8%). Further analysis of the 811 commercial cases reflects that 163 were deemed valid (20.1%) with a breakdown as follows:

- 25.5% of all cases for retail were closed as valid (12 cases)
- 22.0% of all cases for hotel were closed as valid (56 cases)
- 21.2% of all cases for restaurants were closed as valid (39 cases)

- 19.6% of all cases for clubs were closed as valid (19 cases)
- 16.7% of all cases for bars were closed as valid (20 cases)
- 19.6% of all cases for condo-hotel establishments were closed as valid (17 cases)

Chart #5 below reflects the breakdown by type of commercial establishment for all of the **811** Commercial Cases for the period of July 2011 through June 2012 (See Attachment B).

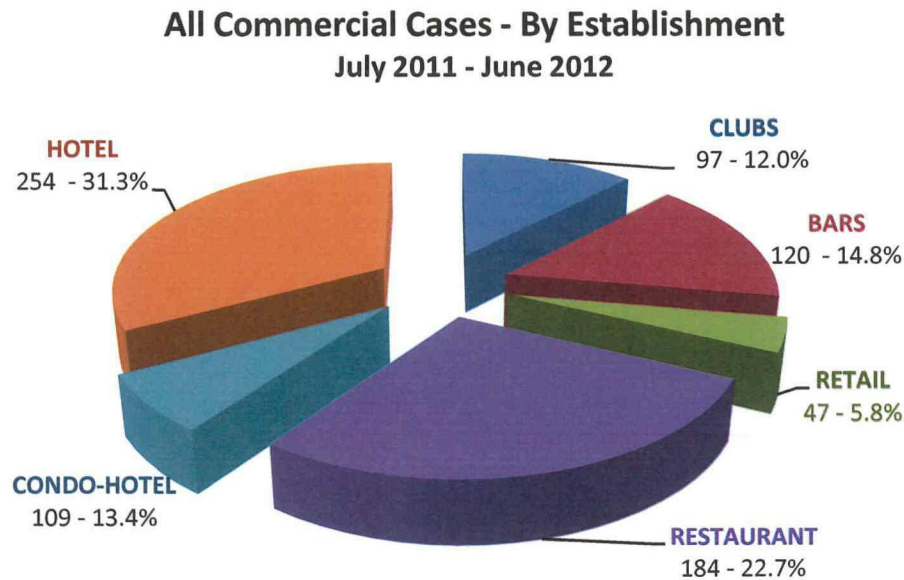


Chart #5

#### A. Type of Noise - Commercial Cases

As has been the case since the inception of the noise analysis report, and as reflected in every annual and quarterly report, loud music is the most common type of noise reported regardless of the type of establishment. For commercial noise cases, loud music accounted for 86.8% of all noise cases opened. This was followed by construction noise (91 cases – 11.2%), honking/car alarms (9 cases – 1.1%), live entertainment (4 cases – 0.5%) and barking dog (3 cases – 0.4%). (See Attachment B).

#### B. Time/Day of Week of Commercial Noise Occurring

Without deviation, and following the same pattern as in previous years, there was an almost even balance for cases opened/reported between 7 AM to 11 PM (406 cases – 50.1%) and those cases opened/reported between 11 PM and 7 AM (405 cases – 49.9%). A similar pattern can be identified for those commercial cases that were deemed valid. The analysis reflects that of the 163 cases deemed valid, 78 (47.9%) took place between 7 AM and 11 PM, while 85 cases (52.1%) took place between 11 PM and 7 AM. (See Attachment B)

With respect to the day of the week that commercial noise violations occur, the three day period of Thursday through Saturday accounted for nearly 60% of all cases. This pattern has changed in the past few years, when the top three days with noise incidence were Friday, Saturday and Sunday. Over the past two years, and as it relates to commercial violations only, Thursdays

reflected a slightly higher incidence of noise-related cases than Sundays (115 on Thursdays versus 108 on Sundays). Saturday is unequivocally the day with the highest incidences of cases (162) accounting for 25.0% of all commercial noise cases throughout the week, followed by Friday (18.4%), Thursday (15.1%) and Sunday (12.2%). (See Attachment B).

### C. Arrival Time

In 2011, the response time for noise cases was identified to be a key parameter that needed immediate improvement. An analysis of the data for "arrival time" obtained from the Computer Aided Dispatching system managed by the Parking Department reflects a continued improvement in the response time for Noise violations over the past two years. Whereas the arrival time for "residential" noise violations was 26:43 minutes for last year, this year the average response time for residential noise violations was 21:10 minutes; an improvement of 5:33 minutes. With respect to commercial noise violations, the improvement was even better, where the average response time for noise violations for last year was of 24:14 minutes; this year the average response time for commercial noise violations was improved to 19:20 minutes; nearly five (5) minutes better (4:54 minutes). At the aggregate, the average response time for all noise violations was 20:38 minutes, as opposed to last year where the aggregate response time was 26:15 minutes. This significant improvement of nearly six minutes (5:37 minutes) reflects 21% improvement in response time, despite staff-related issues and challenges.

It is also interesting to denote that there was no significant difference in the response time for "residential" valid versus non-valid (1:41 minutes); and that at the aggregate, the average response time for all valid violations (19:30 minutes) was actually higher than the non-valid violations (18:36 minutes). Below is a chart which reflects the average response time by establishment type and status.

Average Time for Code Officer to Arrive Annual Report July 2011 – June 2012					
Number of Cases*	Establishment Type	Average Time to Officer's Arrival (h:mm:ss)	Status	Number of Cases*	Average Time from Receipt by Dispatch to CCO's Arrival (h:mm:ss)
3,653	Residential	0:21:10	VALID	582	0:19:51
			NON-VALID	2051	0:21:32
	Commercial	0:19:20	VALID	126	0:19:44
			NON-VALID	618	0:19:15
	Other	0:19:10	VALID	47	0:17:03
			NON-VALID	229	0:19:36
	All Cases	0:20:38	VALID	755	0:19:30
			NON-VALID	2898	0:18:36

\*Average Time Calculated using only those cases with valid time data for both "Time Call Received by Dispatch" and "Time of Arrival by CCO"

Chart #6

### MAJOR/SPECIAL EVENTS

As in previous years, there are a number of major events through the rating period that had a direct affect on the number of noise-related cases and violations. These events include Memorial/Urban Beach Weekend, Spring Break, Ultra Music Festival (which does not take place in Miami Beach but has a spill-over effect) and the Winter Music Conference. There were many other Major/Special Events for which an analysis of the data fails to reflect an increase of calls

for service for Noise Violations. These events include SoBe Wine and Food Festival, the Miami Beach International Boat Show, the Festival of the Arts and Art-Deco Weekend.

#### **CASES REFERRED TO THE POLICE DEPARTMENT**

On Mondays through Wednesdays, between 1:00 AM and 6:00 AM, all noise calls are handled by the Miami Beach Police Department (PD). Support documentation reflects that between July 2011 and June 2012, a total of 297 complaints were assigned to PD for their response and appropriate action. Of these cases assigned to PD, 278 were identified to have a valid or not valid response; of which eight (8) were deemed to be valid. This is a 2.87% validity rate for noise cases responded to by the PD.

Since the validity rate for noise complaints addressed by PD is significantly lower than those noise complaints addressed by Code, on November 7, 2012, the Code Compliance Director conducted a Noise Assessment Training along with CCAs for the midnight shift Police Officers. Since the training took place, the noise validity rate from Police Officers has increased.

#### **IV. SUMMARY OF 1<sup>ST</sup> QUARTER 2012 DATA**

For the period encompassing January 1 through March 31, 2012, Code opened **1,335 cases**. Of these:

- Forty-one (41) were canceled by the complainant.
- Six (6) were voided.
- Six (6) were deemed to be duplicate complaints.
- Eight (8) were not applicable to Code.

These 61 cases, when subtracted from the 1,335 total opened cases, reflects 1,274 cases with a disposition of valid or not valid. Of the 1,274 cases, 842 cases (66.1%) were identified to have taken place at a residentially zoned location, while 324 cases were deemed commercial (25.4%); and 108 (8.5%) were identified as "other". The validity rate for residential noise cases was 21.7% (183 cases out of total of 842); whereas the validity rate for commercial noise cases was of 15.7% (51 valid cases out of 324 cases).

<i>Location</i>	<i># of Calls</i>	<i>%</i>	<i># Valid</i>	<i>%</i>
Residential	842	66.1%	183	21.7%
Commercial	324	25.4%	51	15.7%
Other	108	8.5%	14	13.0%
<b><i>Totals</i></b>	<b><i>1,274</i></b>	<b><i>100%</i></b>	<b><i>248</i></b>	<b><i>19.5%</i></b>

Chart #7

A historical analysis also reflects that the incidence of noise cases during the second quarter is lower than Q1 and Q4. The chart on the next page demonstrates the quarterly trends going back to 2007.

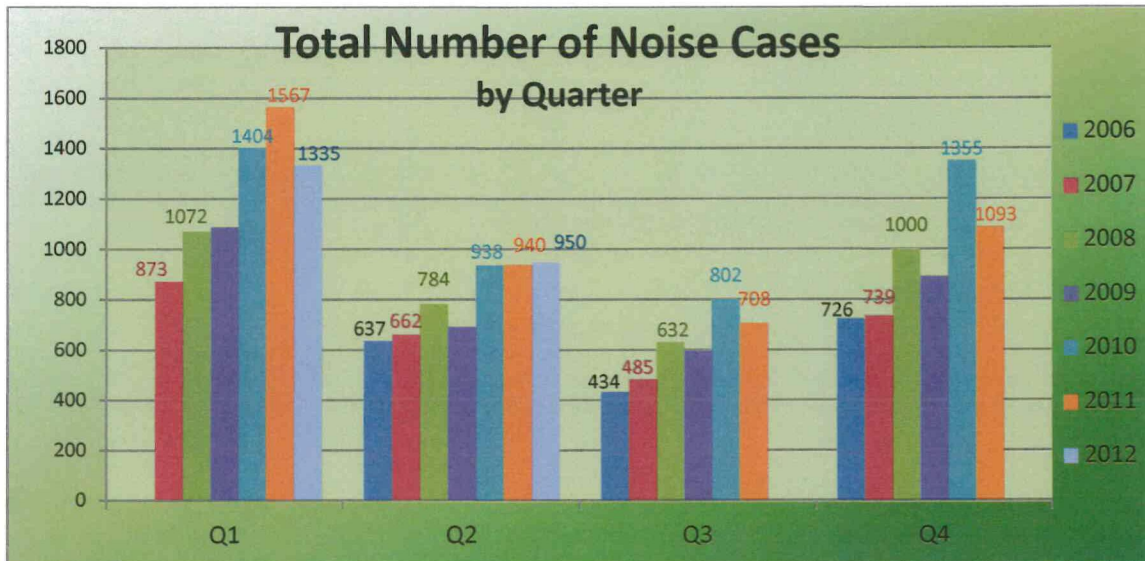


Chart #8

## V. SUMMARY OF 2<sup>ND</sup> QUARTER 2012 DATA

For the period encompassing April 1 through June 30, 2012, Code opened **950 cases**. Of these:

- Forty-two (42) were canceled by the complainant.
- Seven (7) were voided.
- Three (3) were deemed to be duplicate complaints.
- Three (3) were referred to PD.
- Four (4) were not applicable to Code.

These 59 cases, when subtracted from the 950 total opened cases, reflects 891 cases with a disposition of valid or not valid. Of the 891 cases, 644 cases (72.3%) were identified to have taken place at a residentially zoned location, 183 cases (20.5%) were deemed commercial and 64 (7.2%) were identified as "other". The validity rate for residential noise cases was 21.3% (137 cases out of total of 644); whereas, the validity rate for commercial noise cases was 28.4% (52 valid cases out of 183 cases). This increase in nearly 6 percentage points may be attributed to a number of factors, including staff reassignments and the recent hire of new staff. Below is a chart reflecting the information referenced above.

Location	# of Calls	%	# Valid	%
Residential	644	72.3%	137	21.3%
Commercial	183	20.5%	52	28.4%
Other	64	7.2%	12	18.8%
<b>Totals</b>	<b>891</b>	<b>100%</b>	<b>201</b>	<b>22.6%</b>

Chart #9

## VI. SUMMARY OF 3<sup>rd</sup> QUARTER 2012 DATA

For the period encompassing July 1 through September 30, 2012, Code opened **667 cases**. Of these:

- Thirty-three (33) were canceled by the complainant.
- Seven (7) were voided.
- One (1) was not applicable to Code.

That leaves a total 626 noise cases with a valid or not valid disposition. According to Article IV, Section 46.152 of the City of Miami Beach Code of Ordinances, a valid noise complaint is deemed to be unreasonable, unnecessary, excessive, and or unusual at the time of arrival of a CCO. During the rating period, and out of 626 cases, a total of 154 cases (24.6%) were deemed to be valid.

For the purpose of this report, residential properties include apartments, condominiums, and single family homes. Commercial properties are identified as bars, clubs, condo-hotels, hotels, restaurants, and retail property. "Other" refers to noise identified emanating from the public right-of-way, waterways, or public property (i.e. marinas). The matrix reflects a breakdown of noise violations by type.

Type of Violation	# of Cases	% of Total	Average Validity Rate
RESIDENTIAL	443	70.9%	24.4%
COMMERCIAL	127	20.3%	27.6%
OTHER	56	8.8%	20.0%
<b>TOTAL</b>	<b>626</b>	<b>100.0%</b>	<b>24.6%</b>

Chart #10

Further analyses of commercial noise complaints reflect the following:

### Commercial cases by Establishment Type

During the rating period, there were 127 noise cases addressed in commercial establishments. The pie chart below reflects the breakdown by type of establishment.

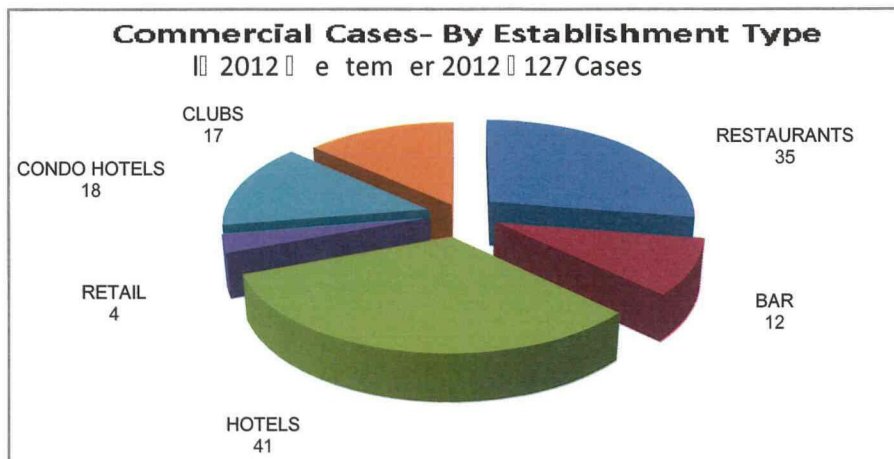


Chart #11

### Commercial Valid Case Closure Rates

Within the specific commercial establishment types, the percentage of cases closed as valid during the period evaluated varied as follows:

- **50.0%** - six (6) of 12 cases for **Bars** were closed as valid,
- **31.7%** - thirteen (13) of 41 cases for **Hotels** were closed as valid,
- **28.6%** - ten (10) of 35 for **Restaurants** were closed as valid,
- **25.0%** - one (1) of four (4) for **Retail** was closed as valid,
- **16.7%** - three (3) of 18 cases for **Condo-Hotels** were closed as valid, and
- **11.8%** - two (2) of 17 cases for **Clubs** were closed as valid.

Collectively, thirty five (35) of the 127 cases, or **27.6%** of all commercial cases, were closed as valid.

As has been the pattern since the inception of the Noise Report, the majority of commercial noise cases opened during this quarter (85.0%, or 108 cases) were for “loud music”, with a 28.7% validity rate. This was followed by “construction” (16 cases – 25.0% validity rate); and one (1) case for “honking cars / alarms”, one (1) for “crowd noise”, and one (1) for barking dog.

#### A. Historical Analysis – Validity Rates

A historical analysis of commercial validity rates reflects a significant increase in the Quarters 2 and 3 of 2012 since Quarter 1 in 2009. This increase in the validity rate may be attributed to personnel changes, redeployment of staff and ongoing training. The chart below illustrates the validity rates for commercial cases, since 2009.

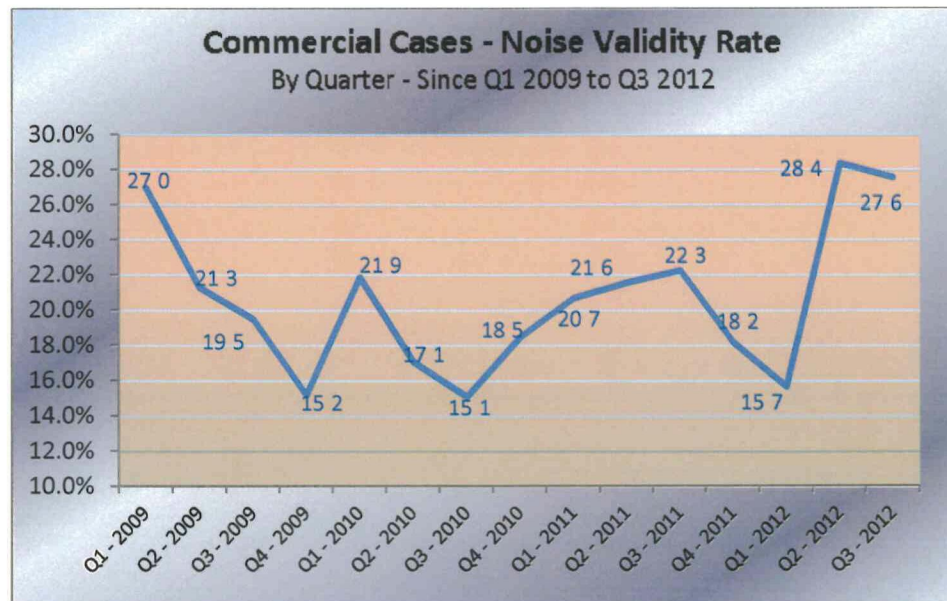


Chart #12

#### B. Time/Day of Week of Commercial Noise occurring

Following a similar pattern as in previous quarters, the number of cases opened/reported between 7 AM to 11 PM (64 cases – 50.4%) was almost identical to those cases opened/reported between 11 PM and 7 AM (63 cases – 49.6%). For a greater breakdown of valid / not valid commercial cases and the time called in, please see Attachment B.

As it relates to the day of the week that a commercial noise violation occurs, the two (2) day period of Saturday and Sunday accounted for nearly 50% of all cases. Saturdays is the day with the highest incidence of commercial noise cases (35 – 27.6%). However, during Q3 of 2012, Wednesdays were the second busiest day of the week for commercial noise cases, with a surprising 25.2% of the cases. This appears to be an anomaly and it is the first time it happens since the inception of the Noise Report.

### C. Response Time

Response time is the difference between the time a complaint is received by the Parking Department's Dispatch, and the time of arrival by the CCO. The aggregate average time of all registered calls is then computed. As was the case in Q2-2012, the analysis of Q3 reflects a four (4) minute difference between valid and non-valid commercial cases. However, the data also reflects that as it relates to Residential and "Other" cases, there was no significant difference between the "valids" vs. "not valids". Code's goal to respond to noise complaints within 15 minutes was not met during the measured period, predominately due to staffing challenges. The Administration at Code believes that this goal is attainable and sustainable once appropriate staffing levels are restored.

Below, is a matrix reflecting the average response time by establishment type, and broken down by status and respective CCO arrival times.

Average Time for Code Officer to Arrive Q3 2012 Report July 2012 – September 2012					
Number of Cases	Establishment Type	Average Time to Arrive	Status	Number of Cases	Average Time from Call Received to Officer Arrival
540	Residential	0:20:56	VALID	99	0:20:03
			NON-VALID	295	0:21:14
	Commercial	0:19:20	VALID	24	0:15:55
			NON-VALID	75	0:20:26
	Other	0:21:01	VALID	9	0:20:07
			NON-VALID	38	0:21:14
All Cases	0:19:22	VALID	132	0:20:01	
		NON-VALID	408	0:19:09	

\*Average Time Calculated using only those cases with valid time data for both "Time Call Received by Dispatch" and "Time of Arrival by Code Compliance Officer"

Chart #13

### MAJOR EVENTS / SPECIAL EVENTS

Within this rating period there were two Major Event Periods (4<sup>th</sup> of July Celebration, and Labor Day Weekend), as well as a number of Special Events. These events included the Taste of the Beach, the Brazilian Film Festival, Funkshion, and Mercedes Benz Fashion Show, to name a few.

Data analysis reflects that there were 269 noise complaints received on the 4<sup>th</sup> of July, due to fireworks, and other Independence Day related celebrations; and three (3) of the complaints were found to be valid. Similarly, there were 14 noise complaints addressed within the Labor Day Weekend, and two (2) of the complaints were found to be valid. In both instances, the noise violations took place in residential properties.

### **CASES REFERRED TO POLICE DEPARTMENT**

During the rating period, there were 54 cases routed to PD. These are noise cases routed to PD on Tuesdays through Thursdays (between 1:00 AM and 6:00) AM; and on Fridays, from 3:00 AM to 6:00 AM, when Code Compliance staff is not scheduled to work. Of the 54 cases routed to PD, none were deemed valid by PD. The validity rate for noise complaints addressed by the PD is significantly lower than those noise complaints addressed by Code; and in an effort to bridge this gap, Code will be providing training sessions to PD's Midnight Shift within the next few weeks.

### **SPECIAL MASTERS APPEAL HEARINGS**

Between July 2012 and September 2012, there were 25 noise violation cases appealed by the recipient of a Noise Violation. Of these 25 cases, eight (8) were heard before the Special Master, and 17 have yet to be heard (scheduled for November and December 2012). Of the eight (8) cases; adjudication was upheld for four (4) cases, two (2) were dismissed by the Special Master (as the issuing CCOs were not available to attend the Hearing – one resigned from the City, while the second CCO remains on military leave). The two (2) remaining cases were reduced to Warnings due to findings on preceding cases.

### **CONCLUSION**

Since the arrests of five (5) Code Compliance staff members last April, 2012, the Code Compliance Division has had the arduous and difficult task of regaining the public trust, while continuing to provide service and enforce the City's Code of Ordinances, particularly Noise Violations. Regaining the trust of the residents and business community is no easy task and will not happen overnight; it will take years to recuperate. However, through transparency, accountability, and effective leadership, Code continues to improve its performance and customer service, to both internal and external customers.

As to the enforcement of the Noise Ordinance, the data reflects an increase in the validity rate, particularly for Commercial Cases, with an increase of more than ten percentage points from Q1 2012 (15.7%), to Q2 2012 (28.4%). This increased level was maintained during Q3 of 2012 (27.6%).

The higher validity rate may be attributed to a number of issues, including but not limited to:

- Redeployment of staff.
- Ongoing process discussions and Training Sessions (particularly with evening shift staff).
- Ongoing review of data with supervisory staff to ensure consistent application of the Code and accountability for performance.
- Increase quality control and case preparation.
- Development and establishment of formal Noise Ordinance forms.

In addition, Code is undergoing two (2) different processes which will enhance the service delivery. These are:

1. An assessment and auditing of its processes by an independent firm (Crowe Horwath).
2. The implementation of a new database and systems software (ACCELA).

Upon completion of the audit and business processes and review and adoption of recommendations, coupled with the facilitation of Code's business processes through a new

comprehensive database system, the end result will be an improved and transparent process. The Code Compliance Division of the Building Department will continue to monitor noise violations and provide updates to the City Commission.

Attachments:

- A. Annual Report - Noise Data – 7/01/2011 through 6/30/2012
- B. Annual Report - Commercial Noise Cases - 7/01/2011 through 6/30/2012
- C. Quarterly Report – Q1-2012 (01/01/2012 through 03/31/2012)
- D. Commercial Noise Cases Q1-2012 (01/01/2012 through 03/31/2012)
- E. Quarterly Report – Q2-2012 (4/01/2012 through 6/30/2012)
- F. Commercial Noise Cases Q2-2012 (4/01/2012 through 6/30/2012)
- G. Quarterly Report – Q3-2012 (7/01/2012 through 9/30/2012)
- H. Commercial Noise Cases Q3-2012 (7/01/2012 through 9/30/2012)

  
KGB/JGG/SS/HC/RSA

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## ATTACHMENT A

## ALL NOISE CASES

Noise Data 07/01/2011 - 06/30/2012 (Annual Report)

## Total Number of Noise Complaint Cases Opened/Calls Received

Total Cases Opened	Less Voided, Canceled, Duplicate Complaints, Complaints not Applicable to Code Compliance	Total with Dispositions	Code or PD Initiated (Proactive)	Complaint Calls Received
4,086	202	3,884	37	3,847

\*Voided cases are cases that were entered in error, etc.

\*\*Canceled calls are cases canceled by the complainant prior to a Code Officer's arrival

## Valid Violation Breakdown

Verbal	37	4.4%
Written Warning	636	75.3%
Violation	172	20.4%
<b>Total Valid Cases</b>	<b>845</b>	

## Noise Cases by Type of Establishment

	Total Cases		Valid		Non-Valid	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
Residential	2,773	71.4%	628	22.6%	2145	77.4%
Commercial	811	20.9%	163	20.1%	648	79.9%
Other	300	7.7%	54	18.0%	246	82.0%
Totals	3,884		845	21.8%	3,039	78.2%

Residential = Apt, Condo, Single Family

Commercial = Bar, Club, Hotel, Hotel-Condo, Restaurant, Retail, Constr-Com

Other = Bandshell, Beach, Public Property, etc.

## Disposition of All Noise Cases

Type	#
<b>Total Cases</b>	<b>4,086</b>
Canceled**	142
Voided*	27
Duplicate Complaint	14
Not Applicable to Code	16
Referred to PD	3
Closed (as a result of a Special Master ruling)	0
<b>Total Valid and Non-Valid Cases</b>	<b>3,884</b>
Valid Cases	845
Non-valid Cases	3,039

	Total Cases		Valid Cases		Non-Valid Cases	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
APT	1580	40.7%	288	18.2%	1292	81.8%
BAR	120	3.1%	20	16.7%	100	83.3%
CLUBS	97	2.5%	19	19.6%	78	80.4%
CONDO	692	17.8%	189	27.3%	503	72.7%
CONDO-HOTEL	109	2.8%	17	15.6%	92	84.4%
HOME	501	12.9%	151	30.1%	350	69.9%
OTHER	300	7.7%	54	18.0%	246	82.0%
RESTAURANT	184	4.7%	39	21.2%	145	78.8%
RETAIL	47	1.2%	12	25.5%	35	74.5%
HOTEL	254	6.5%	56	22.0%	198	78.0%
Totals	3,884		845	21.8%	3,039	78.2%

## Noise Cases by Noise Type

Noise Type	TOTALS		Valid Cases		Non-valid Cases	
LOUD MUSIC	2,997	77.2%	629	21.0%	2368	79.0%
LIVE ENTERTAINMENT	11	0.3%	4	36.4%	7	63.6%
BARKING DOG	465	12.0%	107	23.0%	358	77.0%
CROWD NOISE	4	0.1%	0	0.0%	4	100.0%
CONSTRUCTION	324	8.3%	89	27.5%	235	72.5%
OTHER	7	-	6	-	1	-
HONKING CARS/ALARMS	76	2.0%	10	13.2%	66	86.8%
Totals	3,884		845	21.8%	3,039	78.2%

# Call Time of Day / Day of Week

## TOTAL VALID AND NON-VALID CASES

	Total	7a - 11p	11p - 7a (of the following morning)	Percentage of total that occurred on that day of week
Monday	339	207	132	38.9%
Tuesday	441	257	184	41.7%
Wednesday	443	259	184	41.5%
Thursday	527	282	245	46.5%
Friday	600	270	330	55.0%
Saturday	993	475	518	52.2%
Sunday	541	356	185	34.2%
<b>Totals</b>	<b>3,884</b>	<b>2,106</b>	<b>1,778</b>	<b>45.8%</b>

## VALID

	Total	7a - 11p	11p - 7a (of the following morning)
Monday	70	56	14
Tuesday	85	56	29
Wednesday	61	41	20
Thursday	103	52	51
Friday	118	44	74
Saturday	277	127	150
Sunday	131	79	52
<b>Totals</b>	<b>845</b>	<b>455</b>	<b>390</b>

## NON-VALID

	Total	7a - 11p	11p - 7a (of the following morning)
Monday	269	151	118
Tuesday	356	201	155
Wednesday	382	218	164
Thursday	424	230	194
Friday	482	226	256
Saturday	716	348	368
Sunday	410	277	133
<b>Totals</b>	<b>3,039</b>	<b>1,651</b>	<b>1,388</b>

# Call Time of Day - Residential vs Commercial

	Total	7a - 11p	11p - 7a (of the following morning)
RESIDENTIAL	2,773	628	2145
COMMERCIAL	811	163	648
OTHER	300	54	246
<b>Totals</b>	<b>3,884</b>	<b>845</b>	<b>3,039</b>

# Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases	Valid Cases	Non-valid Cases
<b>Totals</b>	<b>3,884</b>	<b>845</b>	<b>3,039</b>
Anonymous Complainant	2650	485	2165
Anonymous with Contact made	134	36	98
Contact Information Provided	1063	291	772
Internal	37	33	4

# ATTACHMENT B

## COMMERCIAL NOISE CASES Noise Data 07/01/2011 - 06/30/2012 (Annual Report)

### Total Number of Noise Complaint Calls Received

Total Cases (Valid and Non-valid only)	Less Code or PD Initiated (Proactive)	Complaint Calls Received
811	25	786

### Disposition of All Noise Cases

Type	#	%
Valid Cases	163	20.1%
Non-valid Cases	648	79.9%

Total Valid and Non-Valid Cases = 811

### Valid Violation Breakdown

Verbal	27	16.6%
Written Warning	84	51.5%
Violation	52	31.9%
<b>Total Valid Cases</b>	<b>163</b>	

### Noise Cases by Type of Establishment

Location Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid	Non-Valid
BAR	120	14.8%	20	100
CLUBS	97	12.0%	19	78
CONDO-HOTEL	109	13.4%	17	92
RESTAURANT	184	22.7%	39	145
RETAIL	47	5.8%	12	35
HOTEL	254	31.3%	56	198
<b>Total</b>	<b>811</b>		<b>163</b>	<b>648</b>
			<b>20.1%</b>	<b>79.9%</b>

### Noise Cases by Noise Type

Noise Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid	Non-valid
LOUD MUSIC	704	86.8%	126	578
LIVE ENTERTAINMENT	4	0.5%	3	1
BARKING DOG	3	0.4%	0	3
CROWD NOISE	0	0.0%	0	0
CONSTRUCTION	91	11.2%	30	61
OTHER	0	0.0%	0	0
HONKING CARS/ALARMS	9	1.1%	4	5
<b>Totals</b>	<b>811</b>		<b>163</b>	<b>648</b>
			<b>20.1%</b>	<b>79.9%</b>

# Time of Day / Day of Week of Call

TOTAL VALID AND NON-VALID CASES

	Total	7a - 11p	11p - 7a (of the following morning)	Percentage of total that occurred on that day of week
Monday	64	24	40	62.5%
Tuesday	81	34	47	58.0%
Wednesday	84	41	43	51.2%
Thursday	115	57	58	50.4%
Friday	143	62	81	56.6%
Saturday	216	117	99	45.8%
Sunday	108	71	37	34.3%
<b>Totals</b>	<b>811</b>	<b>406</b>	<b>405</b>	<b>49.9%</b>

## VALID

	Total	7a - 11p	11p - 7a (of the following morning)
Monday	14	12	2
Tuesday	12	5	7
Wednesday	13	5	8
Thursday	17	8	9
Friday	24	5	19
Saturday	54	27	27
Sunday	29	16	13
<b>Totals</b>	<b>163</b>	<b>78</b>	<b>85</b>

## NON-VALID

	Total	7a - 11p	11p - 7a (of the following morning)
Monday	50	12	38
Tuesday	69	29	40
Wednesday	71	36	35
Thursday	98	49	49
Friday	119	57	62
Saturday	162	90	72
Sunday	79	55	24
<b>Totals</b>	<b>648</b>	<b>328</b>	<b>320</b>

# Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases	Valid Cases	Non-valid Cases
Total Complaints	811	163	648
Anonymous Complainant	530	72	458
Anonymous with Contact	31	4	27
Contact Information Provided	222	61	161
Internal (Proactive)	28	26	2

# ALL CASES

## Noise Data 01/01/2012 - 03/31/2012 (Q1-2012)

Total Number of Noise Complaint Cases Opened/Calls Received				
Total Cases Opened	Less Voided, Canceled, Duplicate Complaints, Complaints not Applicable to Code Compliance	Total with Dispositions	Code or PD Initiated (Proactive)	Complaint Calls Received
			4	1,270
1,335	61	1,274		

\*\*Voided cases are cases that were entered in error, etc.  
 \*\*Canceled calls are cases canceled by the complainant prior to a Code Officer's arrival

### Valid Violation Breakdown

Verbal	8	3.2%
Written Warning	186	75.0%
Violation	54	21.8%
<b>Total Valid Cases</b>	<b>248</b>	

### Noise Cases by Type of Establishment

	Total Cases		Valid		Non-Valid	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
Residential	842	66.1%	183	21.7%	659	78.3%
Commercial	324	25.4%	51	15.7%	273	84.3%
Other	108	8.5%	14	13.0%	94	87.0%
<b>Totals</b>	<b>1,274</b>		<b>248</b>	<b>19.5%</b>	<b>1,026</b>	<b>80.5%</b>

Residential = Apt, Condo, Single Family  
 Commercial = Bar, Club, Hotel, Hotel-Condo, Restaurant, Retail, Constr-Com  
 Other = Bandshell, Beach, Public Property, etc.

	Total Cases		Valid Cases		Non-Valid Cases	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
APT	473	37.1%	78	16.5%	395	83.5%
BAR	46	3.6%	9	19.6%	37	80.4%
CLUBS	42	3.3%	5	11.9%	37	88.1%
CONDO	206	16.2%	50	24.3%	156	75.7%
CONDO-HOTEL	40	3.1%	2	5.0%	38	95.0%
HOME	163	12.8%	55	33.7%	108	66.3%
OTHER	108	8.5%	14	13.0%	94	87.0%
RESTAURANT	72	5.7%	18	25.0%	54	75.0%
RETAIL	18	1.4%	4	22.2%	14	77.8%
HOTEL	106	8.3%	13	12.3%	93	87.7%
<b>Totals</b>	<b>1,274</b>		<b>248</b>	<b>19.5%</b>	<b>1,026</b>	<b>80.5%</b>

### Noise Cases by Noise Type

Noise Type	TOTALS		Valid Cases		Non-valid Cases	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
LOUD MUSIC	1,023	80.3%	189	18.5%	834	81.5%
LIVE ENTERTAINMENT	5	0.4%	3	60.0%	2	40.0%
BARKING DOG	132	10.4%	31	23.5%	101	76.5%
GROWD NOISE	1	0.1%	0	0.0%	1	100.0%
CONSTRUCTION	84	6.6%	21	25.0%	63	75.0%
OTHER	0	-	0	-	0	-
HONKING CARS/ALARMS	29	2.3%	4	13.8%	25	86.2%
<b>Totals</b>	<b>1,274</b>		<b>248</b>	<b>19.5%</b>	<b>1,026</b>	<b>80.5%</b>

Disposition of All Noise Cases	
Type	#
<b>Total Cases</b>	<b>1,335</b>
Canceled**	41
Voided*	6
Duplicate Complaint	6
Not Applicable to Code	8
Closed (as a result of a Special Master ruling)	0
<b>Total Valid and Non-Valid Cases</b>	<b>1,274</b>
Valid Cases	248
Non-valid Cases	1,026

# Call Time of Day / Day of Week

## TOTAL VALID AND NON-VALID CASES

	Total	7a - 11p	11p - 7a (of the following morning)	Percentage of total that occurred on that day of week
Monday	116	70	46	39.7%
Tuesday	144	88	56	38.9%
Wednesday	147	73	74	50.3%
Thursday	169	92	77	45.6%
Friday	198	98	100	50.5%
Saturday	290	142	148	51.0%
Sunday	210	139	71	33.8%
<b>Totals</b>	<b>1,274</b>	<b>702</b>	<b>572</b>	<b>44.9%</b>

## VALID

	Total	7a - 11p	11p - 7a (of the following morning)
Monday	22	16	6
Tuesday	26	20	6
Wednesday	16	9	7
Thursday	22	10	12
Friday	36	17	21
Saturday	76	29	47
Sunday	48	32	16
<b>Totals</b>	<b>248</b>	<b>133</b>	<b>115</b>

## NON-VALID

	Total	7a - 11p	11p - 7a (of the following morning)
Monday	94	54	40
Tuesday	118	68	50
Wednesday	131	64	67
Thursday	147	82	65
Friday	160	81	79
Saturday	214	113	101
Sunday	162	107	55
<b>Totals</b>	<b>1,026</b>	<b>569</b>	<b>457</b>

# Call Time of Day - Residential vs Commercial

	Total	7a - 11p	11p - 7a (of the following morning)
RESIDENTIAL	842	464	378
COMMERCIAL	324	171	153
OTHER	108	67	41
<b>Totals</b>	<b>1,274</b>	<b>702</b>	<b>572</b>

# Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases	Valid Cases	Non-valid Cases
<b>Totals</b>	<b>1,274</b>	<b>248</b>	<b>1,026</b>
Anonymous Complainant	919	166	753
Anonymous with Contact made	34	10	24
Contact Information Provided	313	64	249
Internal	8	8	0

# ATTACHMENT D

## COMMERCIAL NOISE CASES Noise Data 01/01/2012 - 03/31/2012 (Q1-2012)

### Total Number of Noise Complaint Calls Received

Total Cases (Valid and Non-valid only)	Less Code or PD Initiated (Proactive)	Complaint Calls Received
324	4	320

### Valid Violation Breakdown

Verbal	7	13.7%
Written Warning	30	58.8%
Violation	14	27.5%
<b>Total Valid Cases</b>	<b>51</b>	

### Disposition of All Noise Cases

Type	#	%
Valid Cases	51	15.7%
Non-valid Cases	273	84.3%

Total Valid and Non-Valid Cases = 324

### Noise Cases by Type of Establishment

Location Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid		Non-Valid	
BAR	46	14.2%	9	19.6%	37	80.4%
CLUBS	42	13.0%	5	11.9%	37	88.1%
CONDO-HOTEL	40	12.3%	2	5.0%	38	95.0%
RESTAURANT	72	22.2%	18	25.0%	54	75.0%
RETAIL	18	5.6%	4	22.2%	14	77.8%
HOTEL	106	32.7%	13	12.3%	93	87.7%
<b>Total</b>	<b>324</b>		<b>51</b>	<b>15.7%</b>	<b>273</b>	<b>84.3%</b>

### Noise Cases by Noise Type

Noise Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid		Non-valid	
LOUD MUSIC	292	90.1%	42	14.4%	250	85.6%
LIVE ENTERTAINMENT	3	0.9%	2	66.7%	1	50.0%
BARKING DOG	0	0.0%	0	-	0	-
CROWD NOISE	0	0.0%	0	-	0	-
CONSTRUCTION	25	7.7%	6	24.0%	19	76.0%
OTHER	0	0.0%	0	-	0	-
HONKING CARS/ALARMS	4	1.2%	1	25.0%	3	-
<b>Totals</b>	<b>324</b>		<b>51</b>	<b>15.7%</b>	<b>273</b>	<b>84.3%</b>

## Time of Day / Day of Week of Call

### TOTAL VALID AND NON-VALID CASES

	Total	7a - 11p		11p - 7a (of the following morning)		Percentage of total that occurred on that day of week
Monday	25	7	28.0%	18	72.0%	7.7%
Tuesday	32	17	53.1%	15	46.9%	9.9%
Wednesday	45	21	46.7%	24	53.3%	13.9%
Thursday	52	30	57.7%	22	42.3%	16.0%
Friday	53	26	49.1%	27	50.9%	16.4%
Saturday	67	37	55.2%	30	44.8%	20.7%
Sunday	50	33	66.0%	17	34.0%	15.4%
<b>Totals</b>	<b>324</b>	<b>171</b>	<b>52.8%</b>	<b>153</b>	<b>47.2%</b>	

### VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	3	5.9%	3	100.0%	0	0.0%
Tuesday	4	7.8%	3	75.0%	1	25.0%
Wednesday	5	9.8%	2	40.0%	3	60.0%
Thursday	5	9.8%	2	40.0%	3	60.0%
Friday	9	17.6%	0	0.0%	9	100.0%
Saturday	15	29.4%	6	40.0%	9	60.0%
Sunday	10	19.6%	5	50.0%	5	50.0%
<b>Totals</b>	<b>51</b>	<b>15.7%</b>	<b>21</b>	<b>41.2%</b>	<b>30</b>	<b>58.8%</b>

### NON-VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	22	8.1%	4	18.2%	18	81.8%
Tuesday	28	10.3%	14	50.0%	14	50.0%
Wednesday	40	14.7%	19	47.5%	21	52.5%
Thursday	47	17.2%	28	59.6%	19	40.4%
Friday	44	16.1%	26	59.1%	18	40.9%
Saturday	52	19.0%	31	59.6%	21	40.4%
Sunday	40	14.7%	28	70.0%	12	30.0%
<b>Totals</b>	<b>273</b>	<b>84.3%</b>	<b>150</b>	<b>54.9%</b>	<b>123</b>	<b>45.1%</b>

## Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases		Valid Cases		Non-valid Cases	
Total Complaints	324		51	15.7%	273	84.3%
Anonymous Complainant	224	69.1%	29	12.9%	195	87.1%
Anonymous with Contact made	13	4.0%	2	15.4%	11	84.6%
Contact Information Provided	80	24.7%	13	16.3%	67	83.8%
Internal (Proactive)	7	2.2%	7	100.0%	0	0.0%

# ALL CASES

## Noise Data 04/01/2012 - 06/30/2012 (Q2-2012)

Total Number of Noise Complaint Cases Opened/Calls Received			
Total Cases Opened	Less Voided, Canceled, Duplicate Complaints, Complaints not Applicable to Code Compliance	Total with Dispositions	
950	59	891	
			Code or PD Initiated (Proactive)
			17
			Complaint Calls Received
			874

\*Voided cases are cases that were entered in error, etc.  
 \*\*Canceled calls are cases canceled by the complainant prior to a Code Officer's arrival

Valid Violation Breakdown			
Verbal	16	8.0%	
Written Warning	140	69.7%	
Violation	45	22.4%	
<b>Total Valid Cases</b>	<b>201</b>	<b>100.0%</b>	

Noise Cases by Type of Establishment				
	Total Cases		Valid	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases
Residential	644	72.3%	137	21.3%
Commercial	183	20.5%	52	28.4%
Other	64	7.2%	12	18.8%
<b>Totals</b>	<b>891</b>	<b>100.0%</b>	<b>201</b>	<b>22.6%</b>

Residential = Apt, Condo, Single Family  
 Commercial = Bar, Club, Hotel, Hotel-Condo, Restaurant, Retail, Constr-Com  
 Other = Bandshell, Beach, Public Property, etc.

	Total Cases		Valid Cases		Non-Valid Cases	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
APT	366	41.1%	70	19.1%	296	80.9%
BAR	21	2.4%	5	23.8%	16	76.2%
CLUBS	21	2.4%	8	38.1%	13	61.9%
CONDO	165	18.5%	38	23.0%	127	77.0%
CONDO-HOTEL	42	4.7%	9	21.4%	33	78.6%
HOME	113	12.7%	29	25.7%	84	74.3%
OTHER	64	7.2%	12	18.8%	52	81.3%
RESTAURANT	46	5.2%	12	26.1%	34	73.9%
RETAIL	6	0.7%	1	16.7%	5	83.3%
HOTEL	47	5.3%	17	36.2%	30	63.8%
<b>Totals</b>	<b>891</b>	<b>100.0%</b>	<b>201</b>	<b>22.6%</b>	<b>690</b>	<b>77.4%</b>

Noise Cases by Noise Type				
Noise Type	TOTALS		Valid Cases	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases
LOUD MUSIC	634	71.2%	140	22.1%
LIVE ENTERTAINMENT	2	0.2%	0	-
BARKING DOG	147	16.5%	31	21.1%
CROWD NOISE	0	-	0	-
CONSTRUCTION	84	9.4%	24	28.6%
OTHER	7	0.8%	6	85.7%
HONKING CARS/ALARMS	17	1.9%	0	-
<b>Totals</b>	<b>891</b>	<b>100.0%</b>	<b>201</b>	<b>22.6%</b>

Disposition of All Noise Cases	
Type	#
<b>Total Cases</b>	<b>950</b>
Canceled**	41
Voided*	6
Duplicate Complaint	6
Not Applicable to Code	8
Closed (as a result of a Special Master ruling)	0
<b>Total Valid and Non-Valid Cases</b>	<b>891</b>
Valid Cases	201
Non-valid Cases	690

# Call Time of Day / Day of Week

## TOTAL VALID AND NON-VALID CASES

	Total		7a - 11p		11p - 7a (of the following morning)		Percentage of total that occurred on that day of week
Monday	99	11.1%	61	61.6%	38	38.4%	11.1%
Tuesday	101	11.3%	57	56.4%	44	43.6%	11.3%
Wednesday	124	13.9%	79	63.7%	45	36.3%	13.9%
Thursday	99	11.1%	59	59.6%	40	40.4%	11.1%
Friday	105	11.8%	56	53.3%	49	46.7%	11.8%
Saturday	235	26.4%	133	56.6%	102	43.4%	26.4%
Sunday	128	14.4%	85	66.4%	43	33.6%	14.4%
<b>Totals</b>	<b>891</b>	<b>100.0%</b>	<b>530</b>	<b>59.5%</b>	<b>361</b>	<b>40.5%</b>	

## VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	21	10.4%	19	90.5%	2	9.5%
Tuesday	24	11.9%	14	58.3%	10	41.7%
Wednesday	10	8.0%	6	62.5%	6	37.5%
Thursday	15	7.5%	10	66.7%	5	33.3%
Friday	22	10.9%	9	40.9%	13	59.1%
Saturday	70	34.8%	41	58.6%	29	41.4%
Sunday	33	16.4%	20	60.6%	13	39.4%
<b>Totals</b>	<b>201</b>	<b>100.0%</b>	<b>123</b>	<b>61.2%</b>	<b>78</b>	<b>38.8%</b>

## NON-VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	78	11.3%	42	53.8%	36	46.2%
Tuesday	77	11.2%	43	55.8%	34	44.2%
Wednesday	108	15.7%	69	63.9%	39	36.1%
Thursday	84	12.2%	49	58.3%	35	41.7%
Friday	83	12.0%	47	56.6%	36	43.4%
Saturday	165	23.9%	92	55.8%	73	44.2%
Sunday	95	13.8%	65	68.4%	30	31.6%
<b>Totals</b>	<b>690</b>	<b>100.0%</b>	<b>407</b>	<b>59.0%</b>	<b>283</b>	<b>41.0%</b>

# Call Time of Day - Residential vs Commercial

	Total		7a - 11p		11p - 7a (of the following morning)	
RESIDENTIAL	644	72.3%	382	59.3%	262	40.7%
COMMERCIAL	183	20.5%	108	59.0%	75	41.0%
OTHER	64	7.2%	40	62.5%	24	37.5%
<b>Totals</b>	<b>891</b>	<b>100.0%</b>	<b>530</b>	<b>59.5%</b>	<b>361</b>	<b>40.5%</b>

# Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases		Valid Cases		Non-valid Cases	
<b>Totals</b>	<b>891</b>		<b>201</b>	<b>22.6%</b>	<b>690</b>	<b>77.4%</b>
Anonymous Complainant	607	68.1%	97	16.0%	510	84.0%
Anonymous with Contact made	25	2.8%	9	36.0%	16	64.0%
Contact Information Provided	242	27.2%	82	33.9%	160	66.1%
Internal	17	1.9%	13	76.5%	4	23.5%

# ATTACHMENT F

## COMMERCIAL NOISE CASES Noise Data 04/01/2012 - 06/30/2012 (Q2-2012)

### Total Number of Noise Complaint Calls Received

Total Cases (Valid and Non-valid only)	Less Code or PD Initiated (Proactive)	Complaint Calls Received
183	14	169

### Disposition of All Noise Cases

Type	#	%
Valid Cases	52	28.4%
Non-valid Cases	131	71.6%

Total Valid and Non-Valid Cases = 183

### Valid Violation Breakdown

Verbal	14	26.9%
Written Warning	15	28.8%
Violation	23	44.2%
<b>Total Valid Cases</b>	<b>52</b>	

### Noise Cases by Type of Establishment

Location Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid		Non-Valid	
BAR	21	11.5%	5	23.8%	16	76.2%
CLUBS	21	11.5%	8	38.1%	13	61.9%
CONDO-HOTEL	42	23.0%	9	21.4%	33	78.6%
RESTAURANT	46	25.1%	12	26.1%	34	73.9%
RETAIL	6	3.3%	1	16.7%	5	83.3%
HOTEL	47	25.7%	17	36.2%	30	63.8%
<b>Total</b>	<b>183</b>		<b>52</b>	<b>28.4%</b>	<b>131</b>	<b>71.6%</b>

### Noise Cases by Noise Type

Noise Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid		Non-Valid	
LOUD MUSIC	150	82.0%	39	26.0%	111	74.0%
LIVE ENTERTAINMENT	0	0.0%	0	-	0	-
BARKING DOG	3	1.6%	0	-	3	100.0%
CROWD NOISE	0	0.0%	0	-	0	-
CONSTRUCTION	28	15.3%	12	42.9%	16	57.1%
OTHER	0	0.0%	0	-	0	-
HONKING CARS/ALARMS	2	1.1%	1	50.0%	1	50.0%
<b>Totals</b>	<b>183</b>		<b>52</b>	<b>28.4%</b>	<b>131</b>	<b>71.6%</b>

## Time of Day / Day of Week of Call

### TOTAL VALID AND NON-VALID CASES

	Total	7a - 11p		11p - 7a (of the following morning)		Percentage of total that occurred on that day of week
Monday	23	12	52.2%	11	47.8%	12.6%
Tuesday	11	5	45.5%	6	54.5%	6.0%
Wednesday	18	11	61.1%	7	38.9%	9.8%
Thursday	18	8	44.4%	10	55.6%	9.8%
Friday	25	15	60.0%	10	40.0%	13.7%
Saturday	68	45	66.2%	23	33.8%	37.2%
Sunday	20	12	60.0%	8	40.0%	10.9%
<b>Totals</b>	<b>183</b>	<b>108</b>	<b>59.0%</b>	<b>75</b>	<b>41.0%</b>	

### VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	7	13.5%	7	100.0%	0	0.0%
Tuesday	3	5.8%	1	33.3%	2	66.7%
Wednesday	5	9.6%	2	40.0%	3	60.0%
Thursday	2	3.8%	2	100.0%	0	0.0%
Friday	8	15.4%	3	37.5%	5	62.5%
Saturday	19	36.5%	11	57.9%	8	42.1%
Sunday	8	15.4%	4	50.0%	4	50.0%
<b>Totals</b>	<b>52</b>	<b>28.4%</b>	<b>30</b>	<b>57.7%</b>	<b>22</b>	<b>42.3%</b>

### NON-VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	16	12.2%	5	31.3%	11	68.8%
Tuesday	8	6.1%	4	50.0%	4	50.0%
Wednesday	13	9.9%	9	69.2%	4	30.8%
Thursday	16	12.2%	6	37.5%	10	62.5%
Friday	17	13.0%	12	70.6%	5	29.4%
Saturday	49	37.4%	34	69.4%	15	30.6%
Sunday	12	9.2%	8	66.7%	4	33.3%
<b>Totals</b>	<b>131</b>	<b>71.6%</b>	<b>78</b>	<b>59.5%</b>	<b>53</b>	<b>40.5%</b>

## Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases		Valid Cases		Non-valid Cases	
Total Complaints	183		52	28.4%	131	71.6%
Anonymous Complainant	102	55.7%	13	12.7%	89	87.3%
Anonymous with Contact made	1	0.5%	0	-	1	100.0%
Contact Information Provided	66	36.1%	27	40.9%	39	59.1%
Internal (Proactive)	14	7.7%	12	85.7%	2	14.3%

## ALL CASES

Noise Data 07/01/2012 - 09/30/2012 (Q3-2012)

Total Number of Noise Complaint Cases			
Total Cases Opened	Less Voided, Canceled, Duplicate Complaints, Complaints not Applicable to Code Compliance	Total with Dispositions	Code or PD Initiated (Proactive)
667	42	625	6
			Complaint Calls Received
			619

\*Voided cases are cases that were entered in error, etc.

\*\*Canceled calls are cases canceled by the complainant prior to a Code Officer's arrival

## Valid Violation Breakdown

Verbal	10	6.5%
Written Warning	116	75.3%
Violation	28	18.2%
<b>Total Valid Cases</b>	<b>154</b>	<b>100.0%</b>

## Noise Cases by Type of Establishment

	Total Cases		Valid		Non-Valid	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
Residential	443	70.9%	108	24.4%	335	75.6%
Commercial	127	20.3%	35	27.6%	92	72.4%
Other	55	8.8%	11	20.0%	44	80.0%
<b>Totals</b>	<b>625</b>	<b>100.0%</b>	<b>154</b>	<b>24.6%</b>	<b>471</b>	<b>75.4%</b>

Residential = Apt, Condo, Single Family

Commercial = Bar, Club, Hotel, Hotel-Condo, Restaurant, Retail, Constr-Com

Other = Bandshell, Beach, Public Property, etc.

	Total Cases		Valid Cases		Non-Valid Cases	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
APT	246	39.4%	65	26.4%	181	73.6%
BAR	12	1.9%	6	50.0%	6	50.0%
CLUBS	17	2.7%	2	11.8%	15	88.2%
CONDO	133	21.3%	26	19.5%	107	80.5%
CONDO-HOTEL	18	2.9%	3	16.7%	15	83.3%
HOME	64	10.2%	17	26.6%	47	73.4%
OTHER	55	8.8%	11	20.0%	44	80.0%
RESTAURANT	35	5.6%	10	28.6%	25	71.4%
RETAIL	4	0.6%	1	25.0%	3	75.0%
HOTEL	41	6.6%	13	31.7%	28	68.3%
<b>Totals</b>	<b>625</b>	<b>100.0%</b>	<b>154</b>	<b>24.6%</b>	<b>471</b>	<b>75.4%</b>

## Noise Cases by Noise Type

Noise Type	TOTALS		Valid Cases		Non-valid Cases	
	Number of Cases	Percentage of All Cases	Number of Cases	Percentage of Cases	Number of Cases	Percentage of Cases
LOUD MUSIC	438	70.1%	118	26.9%	320	73.1%
LIVE ENTERTAINMENT	1	0.2%	1	100.0%	0	0.0%
BARKING DOG	73	11.7%	10	13.7%	63	86.3%
CROWD NOISE	5	0.8%	0	-	5	-
CONSTRUCTION	98	15.7%	23	23.5%	75	76.5%
OTHER	0	0.0%	0	-	0	#DIV/0!
HONKING CARS/ALARMS	10	1.6%	2	20.0%	8	80.0%
<b>Totals</b>	<b>625</b>	<b>100.0%</b>	<b>154</b>	<b>24.6%</b>	<b>471</b>	<b>75.4%</b>

Disposition of All Noise Cases		
Type	#	
Total Cases		667
Canceled**	33	
Voided*	7	
Duplicate Complaint	0	
Not Applicable to Code	1	
Referred to PD	1	
Closed (as a result of a Special Master ruling)	0	
Total Valid and Non-Valid Cases		625
Valid Cases	154	
Non-valid Cases	471	

# Call Time of Day / Day of Week

## TOTAL VALID AND NON-VALID CASES

	Total		7a - 11p		11p - 7a (of the following morning)		Percentage of total that occurred on that day of week
Monday	39	6.2%	25	64.1%	14	35.9%	6.2%
Tuesday	61	9.8%	32	52.5%	29	47.5%	9.8%
Wednesday	98	15.7%	50	51.0%	48	49.0%	15.7%
Thursday	57	9.1%	33	57.9%	24	42.1%	9.1%
Friday	105	16.8%	45	42.9%	60	57.1%	16.8%
Saturday	163	26.1%	86	52.8%	77	47.2%	26.1%
Sunday	102	16.3%	73	71.6%	29	28.4%	16.3%
<b>Totals</b>	<b>625</b>	<b>100.0%</b>	<b>344</b>	<b>55.0%</b>	<b>281</b>	<b>45.0%</b>	

## VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	4	2.6%	2	50.0%	2	50.0%
Tuesday	14	9.1%	10	71.4%	4	28.6%
Wednesday	16	10.4%	10	62.5%	6	37.5%
Thursday	9	5.8%	4	44.4%	5	55.6%
Friday	31	20.1%	13	41.9%	18	58.1%
Saturday	45	29.2%	21	46.7%	24	53.3%
Sunday	35	22.7%	25	71.4%	10	28.6%
<b>Totals</b>	<b>154</b>	<b>100.0%</b>	<b>85</b>	<b>55.2%</b>	<b>69</b>	<b>44.8%</b>

## NON-VALID

	Total		7a - 11p		11p - 7a (of the following morning)	
Monday	35	7.4%	23	65.7%	12	34.3%
Tuesday	47	10.0%	22	46.8%	25	53.2%
Wednesday	82	17.4%	40	48.8%	42	51.2%
Thursday	48	10.2%	29	60.4%	19	39.6%
Friday	74	15.7%	32	43.2%	42	56.8%
Saturday	118	25.1%	65	55.1%	53	44.9%
Sunday	67	14.2%	48	71.6%	19	28.4%
<b>Totals</b>	<b>471</b>	<b>100.0%</b>	<b>259</b>	<b>55.0%</b>	<b>212</b>	<b>45.0%</b>

## Call Time of Day - Residential vs Commercial

	Total		7a - 11p		11p - 7a (of the following morning)	
RESIDENTIAL	443	70.9%	242	54.6%	201	45.4%
COMMERCIAL	127	20.3%	64	50.4%	63	49.6%
OTHER	55	8.8%	38	69.1%	17	30.9%
<b>Totals</b>	<b>625</b>	<b>100.0%</b>	<b>344</b>	<b>55.0%</b>	<b>281</b>	<b>45.0%</b>

## Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases		Valid Cases		Non-valid Cases	
<b>Totals</b>	<b>625</b>		<b>153</b>	<b>24.5%</b>	<b>472</b>	<b>75.5%</b>
Anonymous Complainant	438	70.1%	91	20.8%	347	79.2%
Anonymous with Contact made	20	3.2%	5	25.0%	15	75.0%
Contact Information Provided	161	25.8%	51	31.7%	110	68.3%
Internal	6	1.0%	6	100.0%	0	0.0%

# COMMERCIAL NOISE CASES

## Noise Data 07/01/2012 - 09/30/2012 (Q3-2012)

### Total Number of Noise Complaint Calls Received

Total Cases (Valid and Non-valid only)	Less Code or PD Initiated (Proactive)	Complaint Calls Received
127	6	121

### Valid Violation Breakdown

Verbal	8	22.9%
Written Warning	15	42.9%
Violation	12	34.3%
<b>Total Valid Cases</b>	<b>35</b>	<b>100.0%</b>

### Disposition of All Noise Cases

Type	#	%
Valid Cases	35	27.6%
Non-valid Cases	92	72.4%

Total Valid and Non-Valid Cases = 127 100.0%

### Noise Cases by Type of Establishment

Location Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid		Non-Valid	
BAR	12	9.4%	6	50.0%	6	50.0%
CLUBS	17	13.4%	2	11.8%	15	88.2%
CONDO-HOTEL	18	14.2%	3	16.7%	15	83.3%
RESTAURANT	35	27.6%	10	28.6%	25	71.4%
RETAIL	4	3.1%	1	25.0%	3	75.0%
HOTEL	41	32.3%	13	31.7%	28	68.3%
<b>Total</b>	<b>127</b>	<b>100.0%</b>	<b>35</b>	<b>27.6%</b>	<b>92</b>	<b>72.4%</b>

### Noise Cases by Noise Type

Noise Type	Totals	% of Commercial Cases (Valid/Non-Valid)	Valid		Non-valid	
LOUD MUSIC	108	85.0%	31	28.7%	77	71.3%
LIVE ENTERTAINMENT	0	0.0%	0	-	0	-
BARKING DOG	1	0.8%	0	0.0%	1	100.0%
CROWD NOISE	1	0.8%	0	0.0%	1	100.0%
CONSTRUCTION	16	12.6%	4	25.0%	12	75.0%
OTHER	0	0.0%	0	-	0	-
HONKING CARS/ALARMS	1	0.8%	0	0.0%	1	100.0%
<b>Totals</b>	<b>127</b>	<b>100.0%</b>	<b>35</b>	<b>27.6%</b>	<b>92</b>	<b>72.4%</b>

# Time of Day / Day of Week of Call

## TOTAL VALID AND NON-VALID CASES

	Total	7a - 11p		11p - 7a (of the following morning)		Percentage of total that occurred on that day of week
Monday	3	2	66.7%	1	33.3%	2.4%
Tuesday	14	6	42.9%	8	57.1%	11.0%
Wednesday	32	15	46.9%	17	53.1%	25.2%
Thursday	7	4	57.1%	3	42.9%	5.5%
Friday	13	5	38.5%	8	61.5%	10.2%
Saturday	35	19	54.3%	16	45.7%	27.6%
Sunday	23	13	56.5%	10	43.5%	18.1%
<b>Totals</b>	<b>127</b>	<b>64</b>	<b>50.4%</b>	<b>63</b>	<b>49.6%</b>	

## VALID

	Total	7a - 11p		11p - 7a (of the following morning)	
Monday	1	2.9%	1	100.0%	0
Tuesday	3	8.6%	1	33.3%	2
Wednesday	5	14.3%	3	60.0%	2
Thursday	2	5.7%	1	50.0%	1
Friday	5	14.3%	2	40.0%	3
Saturday	10	28.6%	3	30.0%	7
Sunday	9	25.7%	5	55.6%	4
<b>Totals</b>	<b>35</b>	<b>100.0%</b>	<b>16</b>	<b>45.7%</b>	<b>19</b>

## NON-VALID

	Total	7a - 11p		11p - 7a (of the following morning)	
Monday	2	2.2%	1	50.0%	1
Tuesday	11	12.0%	5	45.5%	6
Wednesday	27	29.3%	12	44.4%	15
Thursday	5	5.4%	3	60.0%	2
Friday	8	8.7%	3	37.5%	5
Saturday	25	27.2%	16	64.0%	9
Sunday	14	15.2%	8	57.1%	6
<b>Totals</b>	<b>92</b>	<b>100.0%</b>	<b>48</b>	<b>52.2%</b>	<b>44</b>

## Breakdown of Calls with Identified Complainants and with Anonymous Complainants

	Total Cases	Valid Cases		Non-valid Cases	
Total Complaints	127	35	27.6%	92	72.4%
Anonymous Complainant	97	18	18.6%	79	81.4%
Anonymous with Contact made	2	1	-	1	50.0%
Contact Information Provided	22	10	45.5%	12	54.5%
Internal (Proactive)	6	6	100.0%	0	0.0%